



King County

**Department of Community and Human Services
Veterans and Human Services Levy**

2012-2017 Levy Evaluation Plan

Activity Level Evaluation Templates

Veterans and Human Services Levy

2012 Activity Level Evaluation Templates

Introduction and Overview

As with the 2005 VHS Levy, evaluation continues to be important to demonstrate the benefits the 2012-2017 Levy projects and activities provided to veterans their families and others in need in King County. The evaluation of this renewed Levy will:

- Inform the public and policy-makers of the impact of levy-funded activities on the overall goals and strategies of the levy.
- Measure performance of activities to assist the boards in their oversight of the levy investments.
- Provide County program managers with information to monitor and continually improve the quality of the levy activities they manage.

As part of our commitment and building on our experience with the previous levy, performance targets have been established for all activities funded in the 2012 through 2017 Levy and incorporated into contracts for levy activities. Agencies implementing levy activities are required to report on their performance at regular intervals. Their reports become the building blocks for the annual Performance Evaluation Report.

In order to expedite contracting, evaluation staff have worked closely with contractors and implementing departments to create a summary evaluation template for every activity implemented in 2012. The templates identify the objectives, goals and performance measures to each activity. They also include a services description and how the activity meets King County Strategic Plan objectives. The draft activity evaluation templates follow:

Introduction/Overview	2
Strategy 1 Evaluation Templates: Enhancing services and access for veterans, military personnel, and their families	3-21
Strategy 2 Evaluation Templates: Ending homelessness through outreach, prevention, permanent supportive housing and employment	22-39
Strategy 3 Evaluation Reports: Increasing access to behavioral health services	40-51
Strategy 4 Evaluation Reports: Strengthening families at-risk	52-67

Strategy 1, Activity 1 King County Veterans Program

Objective: Overall: Improve the long-term stability of veterans and their families through outreach, shelter, financial assistance and case management.

Program Components:

- A. Outreach:** Increase access to veterans' services for those who might not otherwise engage in services as a first step in stability.
- B. Shelter:** Improve the stability of homelessness veterans by providing emergency and transitional housing as they transition to more permanent housing.
- C. Financial Assistance:** Increase the stability of households in financial crisis by providing funds to meet basic needs and overcome financial crisis.
- D. Case Management:** Increase the long-term stability of veterans and their families by assisting them to secure essential resources and overcome barriers to long-term self-sufficiency
- E. Electronic Client Records System:** Increase the quality of customer services and staff efficiency by improving client information tracking and sharing.

Agencies funded: King County Veterans Program, The Compass Center, and The Salvation Army-William Booth Center.

Service Description: The King County Veterans Program's expanded outreach through nine suburban service sites will be maintained. KCVP's enhanced case management services to ensure a more comprehensive approach to client services will also be continued. Financial assistance and contracted shelter services that were increased with the first levy will be maintained at their 2011 levels. KCVP's client information database that was developed during the first levy will be maintained and further improved through the new levy.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 3.13: Prevention/Intervention for veterans and their families

Services start date: September, 2007

Allocations (2012): Veterans Levy \$2,435,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All KCVP clients

2012 Reporting Requirements

Demographics: On-going through VIBE database for KCVP, Report Card for contractors (July 31, 2012, Jan 31, 2013)

Services: On-going through VIBE database, Report Card for contractors (July 31, 2012, Jan 31, 2013)

Outcomes: On-going through VIBE database, Report Card for contractors (July 31, 2012, Jan 31, 2013)

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of persons contacted by KCVP (A)	1,717 (Jan. – June, 2011)	2,750	VIBE
	• Number of persons completing assessment (A)	874 (Jan. – June 2011)	2,000	VIBE
Stabilization/ Crisis Resolution	• Amount of financial assistance (C)	\$ 605,833 (2010 Levy)	\$ 550,000	VIBE
	• Number of clients receiving financial assistance (C)	1,833 (2010 Levy)	1,800	VIBE
	• Number of shelter bed nights (B)	15,184 (2010 Levy)	9,150	Report Card - Services
	• Number of veterans served at shelters (B)	2,298 (2010 Levy)	2,300	Report Card- Services
	• Percent of shelter clients moving to more stable housing (B)	67.5% (2010)	70%	Report Card- Outcomes
	• Number of Basic cases (A)	1,098 (Jan.- June 2011)	2,100	VIBE
	• Number of service contacts with Basic clients (A)	5,994 (Jan.- June 2011)	12,000	VIBE
	• Number of Basic clients who attain one or more income, housing or employment objective (A)	122 (Jan.- June 2011)	1,000	VIBE
Treatment/ Intervention	• Number of CM clients (D)	337 (Jan.- June 2011)	600	VIBE
	• Number of service contacts with CM clients (D)	5,055 (Jan.- June 2011)	10,200	
	• Number of case plans created (D)	340 (Jan.- June 2011)	500	VIBE
	• Number of CM clients who complete one or more priority case plan goals (D)	78.1% (2010)	80%	VIBE
	• Percent of CM clients who increase self-sufficiency (D)	83.9% (Jan.- June 2011)	88%	VIBE
System Resources/ Capacity Building	• Number and types of improvements made to VIBE (E)	?		IT Programmer's log

Strategy 1, Activity 2.A

Enhanced Outreach to Women Veterans and Veterans of Color

Objective: Provide opportunity for vulnerable veterans who may not otherwise engage in services to increase their stability and self-sufficiency by connecting them with essential resources.

Agencies funded: Therapeutic Health Services, Community Psychiatric Clinic, and El Centro de la Raza.

Service Description: Maintain and improve three programs that outreach to underserved veteran communities of color and women veterans to ensure that they are linked to veteran's benefits, services and other resources in a culturally appropriate manner. Each program targets a different underserved population—women, African-Americans, and Latinos. The programs identify and outreach to veterans in their target group. They assess participants and seek to engage them in services through referrals to appropriate and effective services.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12: Outreach, assessment and engagement for veterans and their families

Services start date: October 2010

Allocations (2012): Veterans Levy \$300,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	2012 Targets for the Activity
Engagement/ Assessment	<ul style="list-style-type: none"> • Number of persons contacted by all agencies funded under Activity • Percentage of persons completing assessment • Percentage of clients who were successfully contacted in follow-up • Percentage of clients applying for benefits and services after referral by outreach agencies • Percentage of clients who are successfully connected with benefits and/or services 	<p>425</p> <p>85%</p> <p>90% of those assessed</p> <p>70% of those assessed</p> <p>95% of those who applied</p>

Strategy 1, Activity 2.B Veteran Information and Referral

Objective: Improve veterans' and their family members' ability to find and access needed services by linking them quickly and efficiently to needed services.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: Maintain a call-in telephone resource uniquely dedicated to veterans and veterans' services. Develop other emerging communication technologies to improve service access for veterans and their family members.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCVP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12: Outreach, assessment and engagement for veterans and their families

Services start date: September 2010

Allocations (2012): Veterans Levy \$100,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of persons (calls) using the veterans' information and referral source	463 (Jan-June 2011)	900	Report Card – Services
	• Number of persons receiving referrals to services	424 (Jan-June 2011)	850	Report Card – Services
	• Number of clients applying for and/or receiving services after referral	446 (Jan-June 2011)	800	Report Card – Services
	• Percent of clients reporting that they are satisfied with information and referral services provided	94% (Jan-June 2011)	95%	Report Card - Outcomes

Strategy 1, Activity 2.C

Homeless Veteran Street Outreach

Objective: Improve the lives of vulnerable, homeless veterans by helping them attain and maintain stable lives through linkage to needed support services.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: The Homeless Veterans Reintegration Project, the single project funded under this activity, assists in linking eligible homeless veterans and military personnel to needed housing, employment and support services. Veterans Reintegration Services Managers conduct outreach to homeless sheltered veterans, confirm their eligibility and assess their service needs. The managers then refer and link clients to needed benefits, housing, employment, and treatment services.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12: Outreach, assessment and engagement for veterans and their families

Services start date: April 2007

Allocations (2012): Veterans Levy \$84,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of veterans contacted through outreach	No data	160	Report Card – Services
	• Number of veterans completing assessment	128 (Jan-Dec 2010)	120	Report Card – Services
Stabilization/ Crisis Resolution	• Number of veterans who are housed	No data	44	Report Card – Services
	• Number of veterans who are successfully connected with benefits and/or services	No Data	60	Report Card - Outcomes

Strategy 1, Activity 3 Veterans Employment and Training

Objective: Improve veterans' transition from a military career to a civilian career by helping them prepare for and secure employment.

Agencies funded: Washington State Department of Veterans Affairs

Service Description: Levy funds will be used to continue the Veterans Conservation Corps. This program provides job placement, employer training, and individual training services for eligible veterans and other military personnel in King County. The program offers training, education, internship and apprenticeship opportunities for veterans. Additional emphasis in 2012 will be on improving connections with employers to encourage the recruitment and hiring of recently returning veterans.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. KCSP Objective EGBE 1.b: Support workforce development programs for adults and youth. Product Catalog 3.5: Employment, education, job placement, and referral to job training services

Services start date: 2012

Allocations (2012): Veterans Levy \$125,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of veterans contacted by programs	No data	120	Report Card – Service
	• Number of veterans completing assessment	No data	108	Report Card - Service

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Number of clients placed in training programs	No data	24	Report Card – Service
	• Number of clients placed in employment	No data	24	Report Card – Service
	• Number of clients placed in jobs, apprenticeships, internships or training opportunities	No data	40	Report Card – Service
	• Number of clients completing training program or achieving credential	No data	80%	Report Card – Service
	• Percent of clients retaining employment for 90 days			Report Card - Outcomes

Strategy 1, Activity 4

Contracted Post Traumatic Stress Disorder/Military Sexual Trauma Treatment

Objective: Increase the stability of veterans and their family members who are impacted by PTSD by providing treatment to overcome the effects of military service.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: Levy funding will be used to maintain the existing system of PTSD treatment providers that was expanded during the first levy. The system will be further expanded beginning in 2016 to accommodate the influx of returning OIF/OEF veterans.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.30.6: Post traumatic stress disorder (PTSD), traumatic brain injury (TBI), or military sexual trauma (MST) treatment services

Services start date: April 2007

Allocations (2012): Veterans Levy \$400,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Number of clients receiving Levy-funded PTSD treatment	771 (six months 2011)	1300	Report Card – Services
	• Number of hours of PTSD counseling provided	2,105 (six months 2011)	2600	Report Card – Services
	• Hours of community education and professional training provided	88 (six months 2011)	200	Report Card – Services
	• Percent of clients demonstrating reduced impacts of PTSD	97% (2010)	97%	Report Card - Outcomes

Strategy 1, Activity 5.A Veterans Incarcerated Program

Objective: Increase incarcerated veterans' ability to overcome factors contributing to jail use and promote long term health and stability upon release by securing needed housing, employment and treatment services to support released veterans in the community.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: This program identifies, assesses, advocates for, and case manages eligible veterans and other military personnel, who are incarcerated or at risk of incarceration within the King County Corrections system and municipal jails. Program counselors seek to gain early release for veterans by securing housing, employment and treatment services that will stabilize the veteran in the community and justify early release. The levy funding ensures the program can continue to serve veterans incarcerated in King County's downtown jail.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan area / Product Catalog: KCSP Objective JS 3.d: Provide alternatives to secure detention to appropriate offenders. Product Catalog 1.12.3: Assessment, guidance and referral services for incarcerated veterans

Services start date: April 2007

Allocations (2012): Veterans Levy \$100,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> Number of veterans screened 	128 (2010)	61	Report Card - Services

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Stabilization/ Crisis Resolution	• Number of veterans enrolled in program	92 (2010)	50	Report Card – Services
	• Number of contacts with enrolled veterans	No data	100	Report Card – Services
	• Number of veterans achieving early release (Levy and RCW)	122/88% (2010, both Levy & RCW)	37	Report Card – Services
	• Number of early release days saved	5,616 (2010 Levy and RCW)	1,100	Report Card – Services
	• Number and percent of participants that reduce criminal justice involvement and re-entries into the jail system within one-year of enrollment into the program	90.3% (April 2007 – Dec 2010 Levy and RCW)	207 90% (combined RCW and Levy)	Report Card - Outcomes

Strategy 1, Activity 5.B Veterans Legal Assistance Program

Objective: Increase ability of at-risk or homeless veterans and their family members to resolve legal issues by reducing barriers to civil legal assistance.

Agencies funded: Northwest Justice Project

Service Description: Levy funding will continue to support the Veterans Project at the Northwest Justice Project (NJP) to work with homeless and low income veterans to address their civil legal needs that prevent them from obtaining stable employment, income and housing; develop materials for legal advocates to work effectively with veterans; educate veteran non-legal service providers on legal referrals available; and work with volunteer attorneys and law students to increase capacity to take veteran cases.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.13.2: Legal assistance to veterans and their families

Services start date: September 2010

Allocations (2012): Veterans Levy \$20,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of persons assessed for level of legal assistance needed	262 (Sept 2010 – June 2011)	264	Report Card – Services
	• Number of cases referred to other appropriate social services, legal aid services, pro bono attorneys	77 (Sept 2010 – June 2011)	212	Report Card – Services
Stabilization/ Crisis Resolution	• Number of civil legal cases successfully resolved	172 (Sept 2010 – June 2011)	58	Report Card - Outcomes
System Resources/ Capacity Building	• Number of trainings to attorneys and case managers		4	Report Card – Services

Strategy 1, Activity 5.C Emerging Programs for Justice Involved Veterans – Veterans Court

Objective: Reduce the extensive use of judicial system by diverting veterans from the criminal justice system into the treatment and services they need.

Agencies funded: Washington State Department of Veterans Affairs

Service Description: Levy funding in 2012 will be used to develop the veterans' court to divert veterans who have mental health issues or similar problems into treatment. The veterans treatment court will be piloted in 2012 and if found effective, continued in subsequent years.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan area / Product Catalog: KCSP Objective JS 3.d: Provide alternatives to secure detention to appropriate offenders. Product Catalog 1.13.2: Legal assistance to veterans and their families. Product Catalog 1.30: Mental health treatment services for persons with severe and persistent mental illness or serious emotional disturbance

Services start date: 2012

Allocations (2012): Veterans Levy \$150,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> Number of veterans screened Number of veterans enrolled in program 	No data No data		Report Card – Services Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Number of veterans appearing in Veterans Court	No Data		Report Card – Services
	• Number and percent of eligible veterans accessing needed services from the VA and other identified community-based providers	No data		Report Card - Services
	• Number of veterans receiving alternative sentencing	No data		Report Card – Outcomes
System Resources/ Capacity Building	• Development and coordination of King County Veterans Justice Outreach initiative	No data	Veterans Justice Outreach Coordinator hired	Customized Management Report
	• Creation of pilot Veterans Treatment Court calendar	No data	Pilot Veterans Court docket implemented at Regional Mental Health Court	Customized Management Report
	• Revisions made to VTC model based on assessment and evaluation of pilot.	No Data	End-of-year pilot assessment report completed with recommended programmatic changes	End-of-year report

Strategy 1, Activity 6.A Military Family Outreach

Objective: Increase the stability of U.S. National Guard and Reserves members and their families by facilitating access to needed support services.

Agencies funded: Washington State Department of Veterans Affairs (WDVA)

Service Description: Levy funding will continue support for the Military Family Outreach project that was established through the last levy. This project outreaches to National Guard and Reserve families that may need support when family members are deployed. The Military Family Outreach Specialists assess families for need and seek to connect them to the help they need to prevent future family instability and homelessness.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12.2: Assessment and referral services for homeless households or households at risk of homelessness

Services start date: September 2009

Allocations (2012): Veterans Levy \$174,000, Human Services Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Services: July 31, 2012, Jan 31, 2013

Outcomes: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of households contacted	141 (Jan-Dec 2010)	160	Report Card – Services
	• Number of dependents contacted	127 (Jan – June 2011)	80	Report Card - Services
	• Number of individuals completing assessment	225 (Jan-Dec 2010)	240	Report Card - Services

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Stabilization/ Crisis Resolution	• Number of individuals receiving referrals	190 (Jan-Dec. 2010)	200	Report Card – Services
	• Number of referrals made	No data	300	Report Card – Services
	• Number of referrals resulting in successful connection to services	No data	150	Report – Card Services
	• Number and percent of households served that demonstrated increased stability within six months	95 and 75% (Sept 2009 – Sept 2010)	100 and 75%	Report Card - Outcomes

Strategy 1, Activity 6.B Military Family Counseling

Objective: Increase the ability of military and veteran households to be healthy and nurturing through appropriate mental health services to overcome the negative effects of military service.

Agencies funded: To Be Decided

Service Description: This is a new set of projects to increase support to military families before, during and after deployment. Funds will support family centered counseling to military and veteran households to promote health and nurturing families with particular focus on prevention of domestic violence and promoting family stability. Funds may also be used to support implementation of the Military Kids Curriculum.

Primary Levy Goal: Increase self-sufficiency for veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12.2: Assessment and referral services for homeless households or households at risk of homelessness

Services start date: To Be Decided

Allocations (2012): Veterans Levy \$0, Human Services Levy \$0

Funding for this project begins in 2014 to allow time for program research and development.

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Not yet established

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• No measures yet established			
Stabilization/ Crisis Resolution	•			
Treatment/ Intervention	•			
System Resources/ Capacity Building	•			

Strategy 2, Activity 1.A Homeless Street Outreach

Objective: Reduce the inappropriate use of expensive services and overcome isolation for Seattle's high utilizers and chronically homeless persons through outreach and connections with needed services and resources.

Agencies Funded: Public Health - Seattle & King County, Evergreen Treatment Services - REACH Project

Service Description: Reduce the inappropriate use of expensive services and overcome isolation for Seattle's high utilizers and chronically homeless person through outreach and connections with needed services and resources. Link high utilizers and chronically homeless substance abusers in Seattle to engagement programs and housing placements through the REACH outreach team.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan Area / Product Catalog: KCSP Objective JS3d: Provide alternatives to secure detention to appropriate offenders. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: January 2009

Allocations (2012): Veterans Levy \$86,000 Humans Services Levy \$190,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance 2010	2012 Target(s)	Data Source
Engagement/ Assessment	• Clients contacted	?	TBD	Report Card – Services
	• Clients engaged	487	487	Report Card – Services
Stabilization/ Crisis Resolution	• Clients moved into permanent housing.	148 (30%)	83	Report Card – Services
	• Clients improving/ maintaining their housing situation	262	240	Report Card – Outcomes

Objectives	Service Outputs/ Measures	Most Recent Performance 2010	2012 Target(s)	Data Source
Treatment/ Intervention	• Clients enrolled in substance abuse treatment	44%		Report Card – Services
	• Clients obtaining health coverage and/or entitlements	294 (60%)		Report Card – Services
	• Clients receiving one or more health services	397		Report Card – Outcomes

Strategy 2, Activity 1.B

Sobering Center and Emergency Service Patrol

Objective: Link high utilizers and chronically homeless substance abusers in Seattle to engagement programs and housing placements to reduce homelessness and excessive use of expensive services.

Agencies Funded: MHCADSD Pioneer Human Services – Dutch Shisler Sobering Center; King County Emergency Services Patrol

Service Description: This activity combines a number of Seattle-based activities working with high utilizers/chronically homeless individuals who are involved with substance abuse treatment or who are connected through outreach services. A portion of the levy-funded services include:

- King County Emergency Services Patrol, which picks up intoxicated people from downtown streets and transports them to services.
- Dutch Shisler Sobering Support Center, which provides a safe place to sleep off the effects of intoxication.
- Client Care Coordination, which brings together a variety of outreach and social services workers to coordinate care for high-utilizing homeless clients.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: June 2008

Allocations (2012): Veterans Levy \$45,000 Humans Services Levy \$100,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance 2010	2012 Target(s)	Data Source
Engagement/ Assessment	• Clients transported to the Sobering Center	1,885	1,800	Report Card – Services
	• Clients connected with supportive services	1,744 (92.5%)	95%	Report Card – Outcomes

Strategy 2, Activity 1.C Mobile Medical Outreach

Objective: Improve the health status and housing situations of rural persons who are homeless by engaging them in stability services while simultaneously providing them with primary health care through medical outreach and engagement in South King County.

Agencies Funded: Public Health - Seattle & King County Health Care for the Homeless

Service Description: The program's mobile medical van holds regular clinics in Federal Way, Kent, Renton, Tukwila and Auburn. Walk-in services include primary and preventive medical care, clinical assessment for mental health and chemical dependency treatment, dental care, and help navigating medical and disability benefits programs and other safety net health and social services systems. Immediately following a visit with a program doctor or dentist, program clients are introduced to a team member who can help establish a connection to a local community health center for follow-up and ongoing primary care.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: November 2008

Allocations (2012): Veterans Levy \$90,000 Humans Services Levy \$210,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Clients receiving services through the mobile medical van	479	479	Report Card – Services
	• Total visits for medical care or psychiatric social worker	1,249	1,249	Report Card – Services
	• Referrals for assistance	40% of those assessed	40% of those screened	Report Card – Services
	• Clients linked to MH treatment	40% of those assessed	40% of those assessed	Report Card – Outcomes
Treatment/ Intervention	• Clients linked to medical benefits such as Medicaid, ADATSA, or other	40% of clients assisted by medical case manager	40% of clients assisted by medical benefits case manager	Report Card – Outcomes
Increase Service Capacity	• Purchase a new medical Van	N/A	1	Service Report Narrative

Strategy 2, Activity 1.D South King County Homeless Outreach

Objective: Increase the housing stability and improve the health of long-term homeless persons by outreach that engages them in services and provides access to the resources they need.

Agencies Funded: Sound Mental Health

Service Description: Engage rural persons who are homeless in essential stability services while simultaneously providing them with primary health care through medical outreach and engagement in South King County. The PATH outreach team seeks and engages homeless adults in South King County, with a priority on those who are homeless for a long time and may have mental health, substance abuse, and other problems. This project now provides direct referral to community clinics.

Outreach is particularly important, because those who have been chronically homeless, especially those with serious disabling conditions and/or long term homelessness often have difficulty finding or accepting the services and care they need. Outreach workers engage people who are homeless, slowly gain their trust, and support them in accessing the services and housing they need.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: October 2007

Allocations (2012): Veterans Levy \$15,000 Humans Services Levy \$65,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of clients contacted	344	150	Report Card – Services
	• Clients engaged	194	90	Report Card – Services
	• Veteran clients engaged		10	Report Card – Outcomes
	• Number of engaged clients successfully linked with either services or benefits			
	• Enrolled in primary health care;			
	• Enrolled in chemical dependency treatment;			
	• Enrolled in mental health treatment; and			
	• Increased their income			
	• Improved their housing stability;			
		78% achieved at least one	75% achieved at least one	

Strategy 2, Activity 2

Capital Funds for Permanent Housing

Objective: Increase the number of permanent housing units available to serve homeless individuals by providing capital funds to create new units of affordable housing.

Agencies Funded: Archdiocesan Housing Authority, Catholic Community Services, Community Housing Mental Health Agency, Compass Center, Downtown Emergency Service Center, Foundation for the Challenge, Friends of Youth, Highline West Seattle Mental Health, Low Income Housing Institute, Plymouth Housing Group, Sound Mental Health, St. Andrew's Housing Group, Valley Cities Counseling and Consultation, Vashon HouseHold, YWCA of Seattle-King-Snohomish Counties.

Service Description: This activity provides capital funding for increasing the affordable housing stock specifically to create housing that serves veterans in need and their families, who are struggling with or at risk for mental illness, health problems, PTSD, unstable housing or homelessness, and underemployment; individuals and families who have experienced long-term homelessness and are frequent users of emergency services, jails, and other institutions; individuals who have been recently released from prison or jail and who are striving to maintain their family or re-unite with children or other family members; and families and children at risk of homelessness and involvement with justice, child welfare, and other systems.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective EGBE3a: Shape a built environment that allows communities to flourish. Product Catalog 2.2.1: Low-income housing capital.

Services Start Date: Fall 2007

Allocations (2012): Veterans Levy \$625,000 Humans Services Levy \$700,000

PERFORMANCE MEASURES

Capital Projects Included in Performance Reports: All Levy funding permanent housing projects

2012 Reporting Requirements

Service Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance 2010	2012 Target(s)	Data Source
System Resources/ Capacity Building	• Veterans' units funded	177	46	Internal HCD reporting
	• Human services units funded	428	91	

Strategy 2, Activity 3 Housing Stability Program

Objective: Ensure that persons at-risk of homelessness are able to maintain housing by providing support services or resources necessary that overcome threats to housing stability.

Agencies Funded: Solid Ground (lead agency), which partners with Hopelink, Catholic Community Services, Friends of Youth, YWCA – SeaTac, Valley Cities, Multi-Service Center, Senior Services, Vashon Youth and Family Services, First Place, Neighborhood House, Salvation Army – Seattle, YWCA – Seattle, Crisis Clinic/Community Info Line.

Service Description: The HSP provides emergency financial assistance for veterans and others (low-income renters and homeowners (under 80 percent of area median income)) in response to short-term crises that prevent them from making timely payment of their rent or mortgage. The HSP serves households who are at risk of losing their housing, or who have their own lease pending but need assistance with move-in costs.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP4c: Join with local and regional partners to prevent and reduce homelessness for families and individuals. Product Catalog 1.18: Prevention/Intervention for low-income households at risk of homelessness.

Services Start Date: May 2008

Allocations (2012): Veterans Levy \$400,000 Humans Services levy \$400,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Stabilization/ Crisis Resolution	• Total Households assisted	##	551	Report Card – Services
	• Number of unduplicated veterans households assisted		209	Report Card – Services
	• Households stabilized (received assistance to help resolve immediate problem)		100%	Report Card – Services
	• All households retaining housing at 6 months following initial stabilization	93%	80%	Report Card – Outcomes
	• Veterans households retaining housing at 6 months following initial stabilization		80%	Report Card – Services
	• All households retaining housing at 1 year following initial stabilization		75%	Report Card – Outcomes
	• Veterans households retaining housing at 1 year following initial stabilization		75%	Report Card – Services

Strategy 2, Activity 4.A

Housing Health Outreach Team

Objective: Improve the ability of formerly homeless individuals to retain permanent housing by providing comprehensive on-site services and connection to health and community resources that overcome personal challenges and threats to their ability to maintain housing.

Agencies Funded: Neighborcare Health; HealthPoint (Subcontracted through SKCPH)

Service Description: The Housing Health Outreach Team (HHOT) provides health care linkages and support to homeless and formerly homeless clients living in permanent supportive housing sites in Seattle and South King County. The team of medical, mental health, and chemical dependency providers help clients establish a regular health care regimen, rather than relying on costly emergency care.

Primary Levy Goal: Reduce unnecessary criminal justice and medical system involvement

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

Services Start Date: May 2007 in Seattle; June 2008 in South King County

Allocations (2012): Veterans Levy \$75,000 Humans Services Levy \$165,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Clients served	655	655	Report Card – Services
	• Linked to primary care	295	295	Report Card – Services
	• MH/CD engagement		Target not yet set	Report Card – Services
	• Self-manage chronic condition		Target not yet set	Report Card – Services
	• Increase housing stability (retention at 1 year)	93%	93%	Report Card – Outcomes

Strategy 2, Activity 4.B

On-site Support Services

Objective: Improve the ability of formerly homeless people to retain permanent housing by providing comprehensive on-site services and connections to community resources that overcome personal challenges and threats to their ability to maintain housing.

Agencies Funded: Evergreen Treatment Services, Valley Cities Counseling and Consultation, Downtown Emergency Service Center, Low Income Housing Institute, Sound Mental Health (McDermott Place), Eastside Interfaith Social Concerns Council, Plymouth Housing Group, Compass Center, Archdiocesan Housing Authority, St. Andrew's Housing Group

Service Description: This activity provides funds for support services and operating costs for limited housing for formerly homeless households. Supportive services may include case management and advocacy, engagement and outreach, housing support and life skills training, employment counseling, job search assistance, education and training, money management and credit repair, domestic violence and sexual assault support, mental health and substance abuse counseling, legal assistance, children's services, and interpreter services. The program serves veterans and their families in need, homeless and chronically homeless individuals, individuals who have recently been released from jail who are striving to maintain or re-unite with their family and families and children who are homeless or at risk of homelessness with involvement with justice, child welfare and other systems.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP4c: Join with local and regional partners to prevent and reduce homelessness for families and individuals. Product Catalog 1.10: Housing support services to people in permanent housing.

Services Start Date: January 2008 (earliest, varies by contract)

Allocations (2012): Veterans Levy \$300,000 Humans Services Levy \$700,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012, Jan 31, 2013

Outcomes Report: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Total households served	505	245	Report Card – Demographics
	• Veteran households served		27	Report Card – Demographics
	• Case management hours	26,769	TBD	Report Card – Services
	• Increase housing stability (retention at 1 year)	92%	75-90% depending on program type (chronic, young adult, singles, families)	HHSF Outcomes Report

Strategy 2, Activity 5.A Forensic Assertive Community Treatment Program

Objective: End homelessness for vulnerable disabled homeless individuals involved in the criminal justice system by providing high intensity wraparound services that improve their ability to secure and maintain permanent housing, and reduces criminal justice system involvement.

Agencies Funded: MHCADSD – Forensic Assertive Community Treatment (FACT); Sound Mental Health

Service Description: Provide supportive housing options and intensive services to homeless individuals with severe and persistent mental illness or have co-occurring substance abuse disorders as they reenter the community.

Primary Levy Goal: End or prevent homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.33: Wrap around services – coordinated care planning.

Services Start Date: January 2008

Allocations (2012): Veterans Levy \$63,000 Humans Services Levy \$142,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> • Clients engaged in services but not in housing • Total clients served 	51	5 50-53	Report Card – Services
Stabilization/ Crisis Resolution	<ul style="list-style-type: none"> • Clients moved into or are maintained in supportive housing 	42 (88%)	45	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Number of clients who transition from supported housing to more independent housing	100%	3	Report Card – Services
	• Number of clients who exited into homelessness or institutions		0	Report Card – Services
	• Number of clients who graduate the program		3	

Strategy 2, Activity 5.B

Forensic Intensive Supportive Housing Program

Objective: End homelessness for vulnerable disabled homeless individuals involved in the criminal justice system by provide high intensity wraparound services that improve their ability to secure and maintain permanent housing, and reduce criminal justice system involvement.

Agencies Funded: Sound Mental Health; MHCADSD–Forensic Intensive Supportive Housing (FISH)

Service Description: Provide permanent, supportive housing options and intensive wraparound, time unlimited services to support the housing stability of homeless offenders who are mentally ill or have co-occurring disorders and cannot participate in Mental Health court due to lack of competency and/or who are eligible veterans.

Primary Levy Goal: End or prevent homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective HHP1b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.33: Wrap around services – coordinated care planning.

Services Start Date: April 2009

Allocations (2012): Veterans Levy \$210,000 Humans Services Levy \$480,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012, Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Clients engaged in services but not in housing	51	0	Report Card – Services
	• Total clients served		60	
Stabilization/ Crisis Resolution	• Clients moved into or are maintained in supportive housing	42 (88%)	60	Report Card – Services
Treatment/ Intervention	• Number of clients who transition from	100%	3	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
	supported housing to more independent housing • Number of clients who exited into homelessness or institutions • Number of clients who graduate the program		3 0 3	Report Card – Services

Strategy 2, Activity 6.A Community Employment Services

Objective: Improve the housing stability of at-risk and formerly homeless individuals by overcoming health and related barriers to securing and retaining employment.

Agencies Funded: Friends of Youth, Hopelink, Neighborhood House, Pioneer Human Services, TRAC Associates, WDVA, YouthCare, YWCA, Valley Cities Counseling and Consultation.

Service Description: Expand existing education, employment, and vocational training programs for the homeless or formerly homeless; expand child care services that enable parents to work; and provide dental care vouchers for those whose oral health poses a barrier to finding or maintaining employment.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective EGBE1b: Support workforce development programs for youth and adults. Product Catalog 3.5.3: Employment services for households experiencing homelessness.

Services Start Date: August 2008

Allocations (2012): Veterans Levy \$120,000 Humans Services Levy \$550,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> • Clients Assessed • Clients enrolled 	947	TBD based on RFPs	Report Card – Services Report Card – Services
Treatment/ Intervention	<ul style="list-style-type: none"> • Clients placed in a training program. • % of clients completing training and/or receiving credentials • Number of clients placed in a job (including both clients placed in training and those moving directly from enrollment to placement) 	414 61% (ranged from 34% to 97%)		Report Card – Services Report Card – Services Report Card – Services

	<ul style="list-style-type: none"> • Percentage of clients retaining job for 90 days • Percentage of clients meeting their goals for increased income and retention of employment 			Report Card – Services Outcome Report Card
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--------------------------------------------

Strategy 2, Activity 6.B Career Connections

Objective: Improve the housing stability of at-risk and formerly homeless individuals by overcoming health and related barriers to securing and retaining employment.

Agencies Funded: King County DCHS – Employment and Education Resources, Career Connections

Service Description: Support to the Career Connections Program which provides employment and training assistance to homeless households in coordination with time-limited housing assistance and rapid re-housing programs.

Primary Levy Goal: Prevent and reduce homelessness

King County Strategic Plan Area / Product Catalog: KCSP Objective EGBE1b: Support workforce development programs for youth and adults. Product Catalog 3.5.3: Employment services for households experiencing homelessness.

Services Start Date: March 2010

Allocations (2012): Veterans Levy \$120,000 Humans Services Levy \$300,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients meeting utilization/vulnerability requirements

2012 Reporting Requirements

Demographics: July 31, 2012, Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Clients served	122	122	Report Card - Services
	• Clients entering an educational program	38	38	Report Card - Services
	• Clients obtained new jobs	29	29	Report Card - Services
	• Clients increase self- sufficiency	Not measured	80%	Report Card - Outcomes
	• Clients retain jobs	79%	79%	Report Card - Outcomes

Strategy 3, Activity 1.A Behavioral Health Integration

Objective: Increase the mental health of the most vulnerable by facilitating access to needed mental health services through the integration of mental health care assessment and services at primary care providers.

Agencies funded: Funds are subcontracted through Public Health-Seattle and King County to the King County Safety Net Consortium, which is coordinated by Community Health Plan. Consortium members include Country Doctor, HealthPoint, International Community Health, Harborview Medical Center, NeighborCare Health, Sea Mar Community Health Centers, and Public Health. Seven consortium members manage 26 clinic sites.

Service Description: The integrated treatment model uses protocols to identify and improve common mental disorders. Patients in need of treatment for chemical dependency are referred for treatment. Patients with severe or complex mental health needs are referred to licensed mental health community centers for more intensive services. Collaborative, graduated care is coupled with a robust, online patient tracking system to coordinate care between primary care and mental health/chemical dependency providers. Improved communications ensure better clinical outcomes and conserve program resources.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.3: Mental health treatment services.

Services Start Date: June 2008

Allocations (2012): Human Services Levy \$625,000 Veterans Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> Number of persons screened 	5,241	5,000	Report Card – Services

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Total Number of all clients receiving treatment	4,282	4,000	Report Card – Services
	• Number of clients who are have reduced depression or anxiety scale	45%	45%	Report Card - Outcomes

Strategy 3, Activity 1.B

Behavioral Health Integration for Veterans

Objective: Increase the mental health of veterans by facilitating access to needed mental health services through the integration of mental health care assessment and services at primary care providers.

Agencies funded: Funds are subcontracted through Public Health Seattle-King County to HealthPoint, Valley Cities Counseling and Consultation, (mobile outreach and Compass Veterans Center), Neighborcare Health, and the Seattle Indian Health Board.

Service Description: The community clinics piloted and expanded integrated mental health services for veterans. These services enhance mental health staff resources, allowing health centers to build specialized expertise in addressing the needs of military personnel and their families. Levy funds also support a Valley Cities Counseling and Consultation mental health clinician with expertise in war trauma to provide consultation to primary care providers on appropriate screening and treatment. Valley Cities Counseling and Consultation staff also provide screening, mobile outreach and case management to veterans in numerous King County communities.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.30: Mental health treatment services.

Services Start Date: June 2008

Allocations (2012): Human Services Levy \$0 Veterans Levy \$600,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of clients contacted through outreach	312	250	Report Card – Services
	• Number of Veterans or their dependents screened for PTSD or other MH issues	312	312	Report Card – Services
Treatment/ Intervention	• Number of Veterans or their dependents enrolled	449	350	Report Card – Services
	• Number of clients who are have reduced depression scale	42%	45%	Report Card - Outcomes

Strategy 3, Activity 2 Veterans and Trauma Competency Training

Objective: Improve access to appropriate and effective treatment and support for those affected by PTSD by training mainstream service providers on veterans' culture, trauma awareness and sensitivity and understanding traumatic brain injury.

Agencies funded: Washington Department of Veterans Administration, MHCADSD

Service Description: WDVA will conduct community and professional trainings in trauma-informed care, military and veteran culture, and PTSD treatment. The groups to be trained include; first responders, law enforcement, mental health and chemical dependency providers, municipal attorneys, educators, and family members. A portion of total persons trained will include attendees at an annual veterans trauma care conference implemented in conjunction with WSU and offering continuing education credits.

In 2012, one-time funding (\$65,000) portion of the allocation will be used by MHCADSD to conduct training for providers in Moral Recognition Therapy (MRT) in order improve veterans and vulnerable populations' access to effective treatment for chemically dependent, criminal justice involved persons. MRT uses a "Train the Trainer" model

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need. Product Catalog 3.14.5: System improvement - training for treatment providers across systems.

Services Start Date: PTSD June 2009 MST January 2012

Allocations (2012): PTSD Human Services Levy \$20,000 Veterans Levy \$155,000. MST Human Services Levy \$25,000 Veterans Levy \$40,000

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2012 Reporting Requirements

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures PTSD	Most Recent Performance	2012 Target(s)	Data Source
System Improvements/Capacity Building	• Number of professionals trained	4,953	752	Report Card – Services
	• Number of mainstream providers trained		748	Report Card – Services
	• Number of training sessions	99	74	Report Card – Services
	• Completion of one-day retreat for VHS Levy providers	n/a	1	Report Card – Services
	• Number and percent of professionals integrating treatment/service strategies	1,937	1,275 85%	Report Card - Outcomes

Objectives	Service Outputs/ Measures MST	Most Recent Performance	2012 Target(s)	Data Source
System Improvements/Capacity Building	• Number of Trainers trained	N/A	5	Report Card – Services
	• Number of providers trained		100	Report Card – Services
	• Number of advanced trained professionals		10	Report Card – Services
	• Number and percent of professionals integrating MRT treatment/service groups in their work		85%	Report Card – Outcomes (based of follow-up fidelity review)
	• Number of MRT groups conducted for clients by trained cohort		?	Report Card – Outcomes
	<i>Number of veterans and non-veteran clients participating in MRT groups</i>		?	

Strategy 3, Activity 3

Health Care Reform System Design and Implementation

Objective: Increase health care efficiencies and effectiveness through improved data sharing among health related agencies, increased service integration of behavioral health and primary health providers, and investigation of state and federal health care changes that may warrant further program modifications.

Agencies funded:

Service Description: This activity will continue the Partnership for Health Improvement through Shared Information (PHISI). Levy resources will also provide capacity to further the integration of behavioral health and primary health and maximize opportunities for efficiencies, for both government and community agencies, and secure possible grant funding. This activity will also support the identification and review of other levy activities that may need to be modified in response to health care system changes driven by state and federal governments.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need. Product Catalog 3.14.5: System improvement - training for treatment providers across systems.

Services Start Date: 2013

Allocations (2012): Human Services Levy \$0 Veterans Levy \$0
Funding for this project begins in 2013 to allow time for program research and development.

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2012 Reporting Requirements

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
System Improvements/Capacity Building	•			Customized Management Reports

Strategy 3, Activity 4 Depression Intervention for Seniors

Objective: Improve the mental health status and independent housing stability of vulnerable elderly veterans, their partners, and other elderly persons by teaching depression management techniques to older persons experiencing minor depression.

Agencies funded: City of Seattle Aging and Disability Services subcontracting with Catholic Community Services' African American Elders Program and the international Drop-in center.

Service Description: The Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) is a counseling program that teaches depression-management techniques to older adults who experience minor depression. The program provides older adults who are experiencing symptoms of minor depression with eight in-home sessions of a multimodal treatment that includes problem solving, pleasant events scheduling, psychiatric oversight, supervision, and medication management. Once completed, clients receive up to three months of follow-up phone calls. By the completion of the program, a significant number of clients are able to more easily identify solutions to problems. Not all of the older adults served by this strategy will end up enrolled in the PEARLS program; some will be referred to other programs or services in the community.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.30.2: Mental health assessment, referral and services for seniors

Services Start Date: June 2008

Allocations (2012): Human Services Levy \$112,000 Veterans Levy \$112,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of persons screened	153	150	Report Card – Services
	• Number of persons enrolled	88	80	Report Card – Services
	• Number of Veterans screened		80	Report Card – Services
	• Number of Veterans enrolled		40	Report Card – Services
Treatment/ Intervention	• Total Number of all clients completing all sessions	85	60	Report Card – Services
	• Number of clients who are have reduced depression scale	97%)	95%	Report Card – Outcomes

Strategy 3, Activity 5

Facilitation of Ongoing Partnerships

Objective: Reduce behavioral health service fragmentation through braided resources and integrated services.

Agencies funded:

Service Description: Effective collaboration and partnerships are the cornerstones of any initiative to reduce fragmentation, braid resources, and integrate services such as the levy. During the first levy, these funds were used to keep residents, community stakeholders, and local governments informed of the levy's progress and to support the integration of veterans' services and mainstream services. Levy funds will continue to support such outreach and will seek to increase the visibility of the levy through local media sources. Funds may also be used to research best practices or evidence based programs that may enhance the effectiveness of the levy and support their implementation.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need. Product Catalog 3.14: System improvement

Services Start Date: June 2009

Allocations (2012): Human Services Levy \$70,000 Veterans Levy \$70,000

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2012 Reporting Requirements

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
System Improvements/Capacity Building	Measures pending contractor selection			

Strategy 3, Activity 6 Client Care Coordination

Objective: Reduce the high utilization of inappropriate and expensive services by implementation and maintenance of an integrated data system as part of a coordinated effort to identify, engage, house, and care for the most vulnerable and highest utilizers of public systems

Service Description: The High Utilizer Integrated Database Project extracts client-level data from expensive county services that serve chronically homeless individuals and thereby identify high-level users of these services. King County outreach and engagement programs for high utilizers and/or chronically homeless individuals are being reorganized into a new Client Care Coordination model that links referrals into permanent housing placements. The integrated database of high utilizers/chronically homeless is a tool that will help the Client Care Coordination team capture data on utilization, screens potential clients for high utilization, then refers top candidates into available permanent supported housing for King County and Seattle permanent supportive housing projects.

Levy funds will support the ongoing implementation and maintenance of this database as part of a coordinated effort to identify, engage, house, and care for the most vulnerable and highest utilizers of public systems. This activity will also support a Privacy Officer to coordinate data sharing agreements between the County and other entities.

Primary Levy Goal: Reduce unnecessary criminal justice and emergency medical system involvement

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.a: Facilitate access to programs that prevent or reduce involvement in the criminal justice, crisis mental health and emergency medical systems. Product Catalog 1.12.2: Outreach, Assessment and Engagement for homeless households or persons at-risk of homelessness

Agencies funded: Mental Health, Chemical Abuse and Dependency Services Division (MHCADSD)

Services Start Date: June 2008

Allocations (2012): Human Services Levy \$100,000 Veterans Levy \$40,000

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of persons assessed for system utilization and represented in the data base	9,000	15,000	HU data base
	• Number of persons in the data base meeting system utilization/ vulnerability requirements	831	1000	Report Card – Services
	• Number of potential housing referrals screened for possible tenancy	?	500	Report Card – Services
	• Number and percentage of clients with system utilization /vulnerability meeting criteria and referred for possible tenancy	222	225	Report Card – Services
	• Percentage of clients who moved into permanent supportive housing with a high system utilization or high vulnerability score.	78%	90%	HU data base
	• Annual reduction in utilization by successfully housed HI referred clients			

Strategy 4, Activity 1.A Nurse Family Partnership

Objective: Improve long-term family health and economic prospects for first-time, low income young mothers by providing health care and education that improves parenting skills, life and career choices and provides opportunity for long term self-sufficiency.

Agencies funded: Public Health - Seattle & King County

Services Description: The Nurse Family Partnership is a national evidence-based home visitation program that focuses on improving the lives of first-time mothers and their children. The NFP services target young women age 23 or younger, at or below 185 percent of the federal poverty level and having their first babies. Priority is given to clients under 20 as evidence based research has shown they are likely to most benefit from the NFP services. Clients are enrolled during pregnancy to allow time for the public health nurse and client to establish a relationship before the baby is born. Clients receive a home visit about every two weeks from the time they enroll until their first child's second birthday, with visits that are more frequent right after enrollment and after the baby is born.

Visits and services are customized to each client's needs, although all clients use a common curriculum called Partners in Parenting Education (PIPE). Visit content is determined by phase (pregnancy, infancy, and toddler) and by the client's goals and needs

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 1.14: Prevention/Intervention for family, youth and child development

Services Start Date: June 2008

Allocations (2012): Human Services Levy \$470,000 Veterans Levy

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Treatment/ Intervention	• Number of persons enrolled	133	133	Report Card – Services
	• Number of persons achieving a successful birth outcomes	89%	90%	Report Card - Outcomes

Strategy 4, Activity 1. B Healthy Start

Objective: Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

Agencies funded: The program funds five agencies through sub-contracts through Public Health - Seattle & King County: Friends of Youth (lead agency), Center for Human Services, Northshore Youth and Family Services, Renton Area Youth and Family Services, and Youth Eastside Services.

Service Description: The Healthy Start Program is a community collaboration of five non-profit human service agencies that has been providing intensive home visiting services for 16 years. In 2009, Healthy Start expanded with levy funds to serve a total of 335 families throughout the county. The target population is young, at risk, first-time mothers, fathers, and their infants. The majority of participants are very low income.

Healthy Start provides two delivery models: (1) visits conducted by professional Family Support Specialists (FFS) for high-risk families (90 percent of families); and (2) visits by volunteer Parent Mentors who are paired with a family that is lower risk (10 percent of families).

Healthy Start utilizes the evidence-based Parents as Teachers (PAT) Born to Learn™ Prenatal to Age Three program model. The PAT model was assessed by the Washington State Institute of Public Policy as having statistically significant benefits to society relative to its costs.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 1.14: Prevention/Intervention for family, youth and child development

Services Start Date: June 2008

Allocations (2012): Human Services Levy \$270,000 Veterans Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	<ul style="list-style-type: none"> • Number of persons assessed 	315	300	Report Card – Services
Treatment/ Intervention	<ul style="list-style-type: none"> • Total number of all clients receiving home visits 	315	300	Report Card – Services
	<ul style="list-style-type: none"> • Number of clients linked with medical care 	304	300	Report Card – Services
	<ul style="list-style-type: none"> • Number of parents participating in the program, who are identified with parental stress, will have interventions offered 	100%	100%	Report Card – Services
	<ul style="list-style-type: none"> • Parents participating in the program will increase positive parenting skills to prevent child abuse and neglect 	92%	90%	Report Card – Services
	<ul style="list-style-type: none"> • Families participating in the program will not be involved in incidences of domestic violence or child abuse and neglect in the home. 	97%	95%	Report Card – Services
	<ul style="list-style-type: none"> • Number of clients who delay the birth of their second child 	91%	95%	Report Card – Outcomes

Strategy 4, Activity 2 Maternal Depression Reduction

Objective: Increase the mental health of low-income mothers by providing integrated mental health screening and treatment to address maternal depression.

Agencies funded: Through subcontracts with Public Health - Seattle & King County, thirteen pilot clinic sites managed by 6 agencies were participating. They include Country Doctor Community Health Centers, HealthPoint, International Community Health Services, Public Health, Neighborcare Health, and SeaMar Community Health Centers.

Service Description: Clinics participating in the pilot program are using a collaborative, stepped care model to deliver services to identify and treat depression and other common mental health disorders. This evidence-based integrated practice model guides nursing, primary care, and mental health providers to collaborate successfully to diagnose and treat depression in primary care clinics. The primary care team uses a coordinated set of guidelines and evidence-based treatment protocols that are designed to identify and improve common mental disorders such as depression. In addition, a consulting psychiatrist is available to consult with primary care staff.

Collaborative, stepped care is coupled with a robust, online patient tracking system to coordinate care between primary care and mental health/chemical dependency providers. Improved communications between treating providers ensure better clinical outcomes and conserve program resources.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 1.14: Prevention/Intervention for family, youth and child development

Services Start Date: June 2008

Allocations (2012): Human Services Levy \$625,000 Veterans Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of persons screened	3,219	3,000	Report Card – Services
	• Number of persons screened positive for depression	1,145	1,100	Report Card – Services
Treatment/ Intervention	• Total number of all clients receiving treatments	851	750	Report Card – Services
	• Number of clients who are have reduced scores on depression anxiety scale	65%	65%	Report Card - Outcomes

Strategy 4, Activity 3 A

Parent Education and Support – Promoting First Relationships

Objective: Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

Agencies funded: The Promoting First Relationships (PFR) is implemented through sub-contracts with Public Health - Seattle & King County through the University of Washington, which has trained three non-profit agencies: Atlantic Street Center, Child Care Resources, and Valley Cities Counseling and Consultation.

Service Description: The PFR program is a University of Washington-based train the trainer project. Three community agencies were selected to receive the train the trainer Promoting First Relationships (PFR) education in 2009 and another three in 2010.

The three contracted outcomes for the University of Washington – PFR contract include:

- Increased school readiness
- Increased children's healthy social-emotional development
- Increased responsive, nurturing caregiver relationships.

The content of the PFR curriculum directly addresses the three contractual outcomes. However, the trainee's ability to provide the curriculum with fidelity is key to helping families achieve these outcomes. If a trainee successfully masters the curriculum, research has shown that the families they serve will experience the outcomes listed above.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 3.14.5: System improvement- training for treatment providers across systems.

Services Start Date: January 2009

Allocations (2012): Human Services Levy \$260,000 Veterans Levy \$0

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
System Improvements/Capacity Building	<ul style="list-style-type: none"> Number of community members education trained 	15	15	Report Card – Services
	<ul style="list-style-type: none"> Improved skills and knowledge that promotes health and nurturing caregiver child relationships. 	100%	100%	Report Card – Services
	<ul style="list-style-type: none"> Increased skills to train other staff in their Agency to deliver the PFR intervention. 	100%	100%	Report Card - Outcomes

Strategy 4, Activity 3 B

Parent Education and Support – Family and Friends Network

Objective: Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

Agencies funded: The FFN is implemented through sub-contracts with Public Health – Seattle & King County through Child Care Resources.

Service Description: The FFN is a comprehensive, community-based network of supports and resources for family, friend, and neighbor caregivers and the children in their care. Family, friends, and neighbors provide care for an estimated 60,000 children in King County. For 28,000 of those children, they are the primary source of care when parents are working or attending school.

Play and Learn groups have become a major support for caregivers who are part of FFN. Play and Learn groups teach caregivers and parents important information about early childhood development and education. Groups are structured to allow both parent/caregiver and child to learn through play. Play and Learn groups are led by a trained facilitator but strive to provide an informal, warm setting.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth.

Services Start Date: January 2009

Allocations (2012): Human Services Levy \$260,000 Veterans Levy \$0

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
System Improvements/Capacity Building	• Number of group facilitators educated in play and learn	58	32	Report Card – Services
	• New levy funded Play and Learn Groups	5	5	Report Card – Services
	• Number of play and groups	62	60	Report Card – Services
	• % of parents who were confident of improved school readiness for their children	82%	80%	Report Card – Services
	• % of parents confident of improved child healthy social development	61%	60%	Report Card - Services
	• % of parents confident of promoting healthy and nurturing parent-child relationships	71%	70%	Report Card - Outcomes

Strategy 4, Activity 4 Passage Point

Objective: Reduce criminal justice system involvement and improve long term economic prospects for parents exiting the criminal justice system, help them re-unite with their families, and prevent them from re-offending by providing education, support services and long term employment opportunities.

Agencies funded: YWCA of Seattle, King and Snohomish Counties, The Passage Point facility in Maple Valley.

Services Description: This program identifies single parents with recent criminal justice involvement who have potential and interest in reuniting with their children. Services are flexible and customized to meet the specific needs of adult and child household members. This activity funds permanent housing placement supports, such as assistance in identifying permanent housing, as well as case management support for up to one year as needed for households to maintain their stability in housing. Levy funds do not cover services to children, so agencies are required to provide needed children's services with other funding sources.

Primary Levy Goal: Reduce unnecessary criminal justice and emergency medical system involvement

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 4.a: Facilitate access to programs that prevent or reduce involvement in the criminal justice, crisis mental health and emergency medical systems. Product Catalog 1.12.2: Outreach, Assessment and Engagement for homeless households or persons at-risk of homelessness

Services Start Date: January 2009

Allocations (2012): Human Services Levy \$415,000 Veterans Levy \$0

PERFORMANCE MEASURES

Activities Included in Performance Reports: All Levy funded activities

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Intervention/Treatment	• Parents served	29	60	Report Card – Services
	• Case management hours	3,837	5,168	Report Card – Services
	• Families do not re- enter the CJ system	100%	100%	Report Card – Outcomes
	• Families reunify and move into permanent housing or transitional housing		70%	Report Card – Outcomes

Strategy 4, Activity 5 A

2-1-1 Community Information Line

Objective: Maintain the 211 Community Information Line as a vital piece of the human services infrastructure, and as a gateway to many levy funded services.

Agencies funded: Crisis Clinic.

Service Description: Information and referral services for all King County residents. King County 2-1-1 is an easy-to-remember, universally recognizable number that makes it possible for people in need to navigate the complex maze of human services. The King County 2-1-1 Community Information Line provides comprehensive information and referrals to community services including such things as the following:

<ul style="list-style-type: none"> • Shelter and Low Income Housing • Utility Assistance • Financial Assistance • Food and Clothing/ Baby Supplies • Health and Dental Services • Support groups • Mental Health and Counseling Service • Youth or Senior Services 	<ul style="list-style-type: none"> • Child Care • Legal and Consumer Advice and Assistance • Special Assistance for Caregivers • Disability Services • Transportation Assistance • Employment and Training • Volunteering • Government Programs
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

The umbrella organization, Crisis Clinic, also operates the Teen Link helpline and 24-Hour Crisis Line. In addition, 2-1-1 is an important entry point for screening people for housing and rental assistance, civil legal assistance. Paid Information Specialists assess the individual's needs, coaching them to make sure they can be effective in requesting services when they call the agencies they are referred to. Information on services available in King County can also be searched online at www.WIN211.org. The King County 2-1-1 phone line operates 8 am to 6 pm Monday through Friday. The Crisis Clinic's line which can be reached at 866-4CRISIS (866-427-4747) operates 24 hours a day, seven days a week.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations;

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement

Services Start Date: January 2012

Allocations (2012): Human Services Levy \$50,000 Veterans Levy \$0

PERFORMANCE MEASURES

Clients Included in Performance Reports: All Levy funded clients

2012 Reporting Requirements

Demographics: July 31, 2012; Jan 31, 2013

Service Report: July 31, 2012; Jan 31, 2013

Outcomes Report: July 31, 2012; Jan 31, 2013

2012 Annual Project Evaluation and Program Managers Report: January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of calls		3,000	Report Card – Services
	• Percent that receive new referral information		90%	Report Card – Services
	• Percent that contact or intend to contact agencies referred to		90%	Report Card – Services
	• Percent contacted who report being satisfied with information and services provided		90%	Report Card – Services

Strategy 4, Activity 5.B Cultural Navigator

Objective: Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life by providing cultural navigators and access to services for minority and immigrant populations.

Agencies funded: The program is funded through a sub-contract through Public Health - Seattle & King County with Chinese Information Services.

Service Description: The Cultural Navigator Program helps limited- and non-English speaking individuals and families to access appropriate services and navigate through those service systems. There are three different service locations for the project: the Crossroads Mini City Hall in Bellevue, Family Resource Center in Redmond, and the Great Wall Mall in Kent. Services are provided by bilingual/bicultural staff in Chinese (Mandarin and Cantonese), Spanish, Vietnamese, Russian, and Punjabi. Services are provided individually, in small groups, and workshop format.

Activities include referral and information, completing applications and forms, family support services, reference materials, limited interpretation and follow-up.

Primary Levy Goal: Increase self-sufficiency of veterans and vulnerable populations

King County Strategic Plan area / Product Catalog: KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth. Product Catalog 1.13.1: Outreach, assessment and engagement for refugees and immigrants.

Services Start Date: June 2008

Allocations (2012): Human Services Levy \$70,000 Veterans Levy \$0

PERFORMANCE MEASURES**Clients Included in Performance Reports:** All Levy funded clients**2012 Reporting Requirements****Demographics:** July 31, 2012; Jan 31, 2013**Service Report:** July 31, 2012; Jan 31, 2013**Outcomes Report:** July 31, 2012; Jan 31, 2013**2012 Annual Project Evaluation and Program Managers Report:** January 31, 2013

Objectives	Service Outputs/ Measures	Most Recent Performance	2012 Target(s)	Data Source
Engagement/ Assessment	• Number of clients receiving information and referral	1,078	1,000	Report Card – Services
	• Number of agencies receiving technical assistance	223	275	Report Card – Services Report Card – Services Report Card – Services